



Federal Communications Commission  
Consumer & Governmental Affairs Bureau  
Washington, D.C. 20554

03-123  
98-67 ✓ **CGB**

August 16, 2004

Control No. 0402414-Pol

The Honorable Chris John  
U. S. House of Representatives  
403 Cannon House Office Building  
Washington, D.C. 20515

Dear Congressman John:

**DOCKET FILE COPY ORIGINAL**

Thank you for your letter of July 19, 2004, directed to Michael Powell, Chairman of the Federal Communications Commission (Commission or FCC), on behalf of your constituent, Ms. Sally Morgan, asking that Video Relay Service (VRS), a form of telecommunications relay service (TRS), be mandatory nationwide. Your correspondence was forwarded to the Commission's Consumer & Governmental Affairs Bureau for handling.

VRS is currently not a mandatory form of TRS, and there is no requirement that it be offered on a 24/7 basis. We note, however, that we have recently raised the issue whether VRS should be a mandatory form of TRS in the June 30, 2004, Further Notice of Proposed Rulemaking (FNPRM), in CG Docket No. 03-123 (FCC 04-137). That FNPRM seeks comment on a number of issues, including whether VRS should become a mandatory form of TRS and whether VRS should be required to be offered 7 days a week, 24 hours a day. A copy of the Report & Order, Order on Reconsideration and Further Notice of Proposed Rule Making that was released by the Commission on June 30, 2004, is also enclosed.

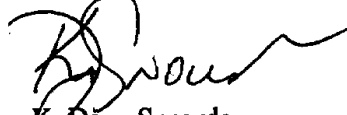
We also note that VRS continues to grow rapidly in popularity, despite the fact it is not a mandatory service or available on a 24/7 basis. In fact, although VRS has been available only for the past two and a half years, in the past year alone the use of VRS has increased from 211,529 minutes in June 2003, to 733,040 minutes in May 2004.

To the extent Ms. Morgan has concerns about the provision of VRS, we encourage her to actively participate in proceedings before the Commission to ensure that her opinions are expressed and considered fully. The Commission has available an e-mail service designed to apprise consumers about developments at the Commission, to disseminate consumer information materials prepared by the Commission to a wide audience, and to invite comments from other parties on Commission regulatory proposals. This free service enables consumers to subscribe and receive FCC fact sheets, consumer brochures and alerts, and public notices, among other consumer information. To subscribe, an individual should send an e-mail to [subscribe@info.fcc.gov](mailto:subscribe@info.fcc.gov) and, in either the subject line or the message insert: "subscribe fcc-consumer-info first name last name" (e.g., "subscribe fcc-consumer-info John Doe").

We also invite Ms. Morgan to visit the Consumer & Governmental Affairs Bureau's Internet web site at <http://www.fcc.gov/cgb> or the Commission's Home Page located at <http://www.fcc.gov>.

We note that Ms. Morgan has already filed her letter in the docket for these ongoing TRS proceedings, and her comments will be considered therein. We appreciate your inquiry. Please do not hesitate to contact us if you have further questions.

Sincerely,

A handwritten signature in black ink, appearing to read "K. Dane Snowden", with a long, sweeping horizontal line extending to the right.

K. Dane Snowden  
Chief

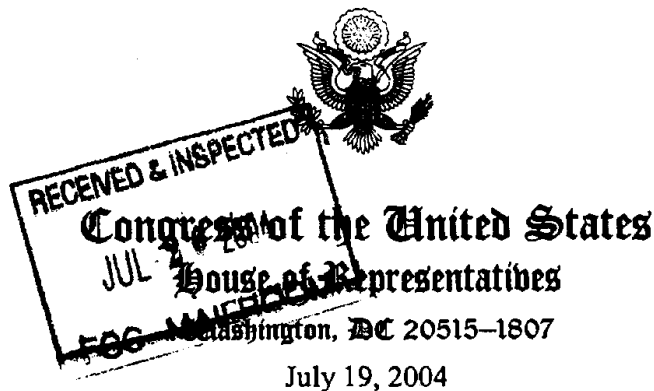
Consumer & Governmental Affairs Bureau

Enclosures

CHRIS JOHN  
7TH DISTRICT, LOUISIANA

COMMITTEE ON  
ENERGY AND COMMERCE

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www.house.gov/john

*CCJ*  
*Blky-Disab.*  
*24/4*

The Honorable Michael Powell  
Chairman  
Federal Communications Commission  
445 12th Street, S.W.  
Washington, D.C. 20554

Dear Chairman Powell:

I would like to take this opportunity to forward to you a letter from Ms. Sally Morgan, a constituent of mine. Ms. Morgan is interested in mandating Video Relay Service as a nationwide relay service. I would appreciate any assistance you may provide addressing Ms. Morgan's request.

Thank you for your immediate attention to this matter, and please keep me abreast of the progress of this request.

Sincerely,

A handwritten signature in black ink, appearing to read "Chris John". The signature is fluid and cursive, with the first name "Chris" and last name "John" clearly distinguishable.

CHRIS JOHN  
MEMBER OF CONGRESS

CCJ:cd

26 JUL 2004 RCUD

**Dinkler, Carling**

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**From:** writerep  
**Sent:** Monday, June 14, 2004 9:03 AM  
**To:** LA07WYR  
**Subject:** WriteRep Responses

*Emailed 6/14*

DATE: June 14, 2004 08:37 AM  
NAME: Sally Morgan  
ADDR1: 309 NW Evangeline Thwy  
ADDR2:  
ADDR3:  
CITY: Lafayette  
STATE: Louisiana  
ZIP: 70501  
PHONE:  
EMAIL: luvbatiste98@aol.com

msg:

Hello, My name is Sally Morgan. I would like to request to mandate the VRS please...  
Thank you very much..

Sincerely,  
Sally Morgan